



ratonga taiohi
youth service

Ratonga Taiohi Pānui

what you need to know



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Tuesday 14 February 2023

Cyclone Gabrielle

It's been a tough few of weeks in the upper North Island with still more to come as Cyclone Gabrielle moves down the country.

As of this morning we're now in a state of national emergency, which applies to six regions – Northland, Auckland, Tairāwhiti, Bay of Plenty, Waikato, and Hawkes Bay – and recognises that national support is needed for these communities.

Help is available

If you, or our young people, are affected by Cyclone Gabrielle, MSD might be able to help. You can find more information [here](#).

You can also find detailed information on our Youth Service provider website [here](#).



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recap: civil defence payments

Civil Defence payments are available for taiohi (this includes Youth Coaches) who are impacted by a civil defence emergency.

A Civil Defence Payment can help with:

- emergency food, clothing and bedding if it has been damaged or destroyed by the event
- costs if they have to leave their home
- loss of income because they can't work due to the event
- a payment if they have evacuees staying with them in places such as a private home, marae or community centres.

Civil Defence payments do not need to be repaid, **is not income and asset tested** and, we do not take into account any other assistance that has been paid over the last 52 weeks.

For more information, please visit the [Work and Income website](#):

- Civil Defence centre locations
- Removing rubbish
- All of Government Factsheet

recap: processing standards-working from home

Let's recap of the processing standards when working from home

If you're working from home due to Cyclone Gabrielle, you must notify YSSU, via the ART task. YSSU will apply the *working from home processing standards*.

Editable PDF

You can use editable PDF's if you're working in the office or working at home.

Signing obligations and forms

Signing of obligations must still be completed. If you are not able to get the young person to sign the obligations, you must note in ART and follow-up at your next face-to-face appointment.

Payment cards

If you are working from home, you can refer the young person to a local Work and Income office to collect a payment card. If the Work and Income site is closed, then YSSU will defer money management obligations or pay hardship payments direct to the young person (this is a last resort).

Identification

The young person can email you a copy of their identification. At the next face-to-face appointment, you must sight the original and scan this to ART.

More information: [processing standards | Youth Service providers](#)



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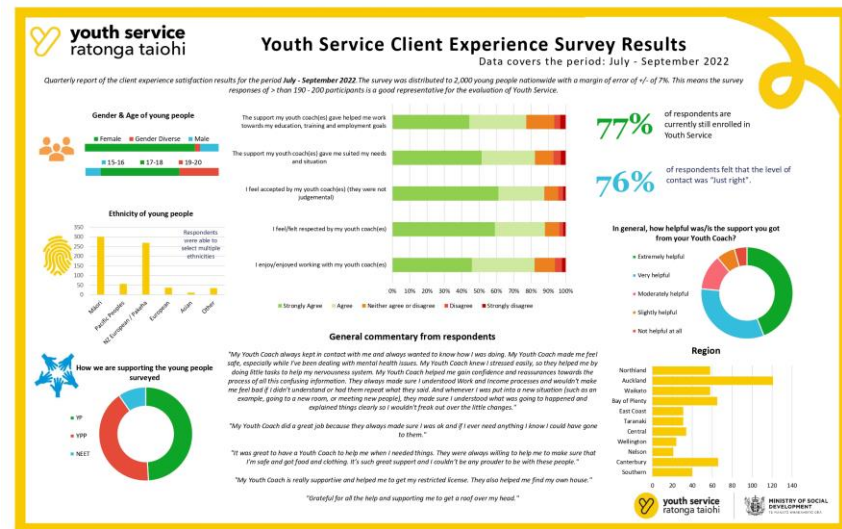
youth service client experience survey

Today, 14 February, we will be emailing young people enrolled in Youth Service, or recently exited, to tell us about their experience in Youth Service, whether it was good or bad.

This information helps us improve our service for our taiohi.

Please encourage your taiohi to complete the survey.

The survey is open from Tuesday 14 February to 1 March 2023 - a reminder message will be sent at 10am Thursday 23 February.



recording driver licences in ART

remember to record the driver licence level in ART.

You can add this information in the *Details > Education* tab. If some of your young people do not yet have a licence, this is a good opportunity to start a conversation about supporting them to get one.

Encourage all young people to join the Driver licence scheme

This scheme gives young people the chance to gain an important life skill, one that can build confidence and expand their job and accommodation options. It would be awesome to see young people exiting with a learner's licence or higher.

For support with this programme, please get in touch with us at

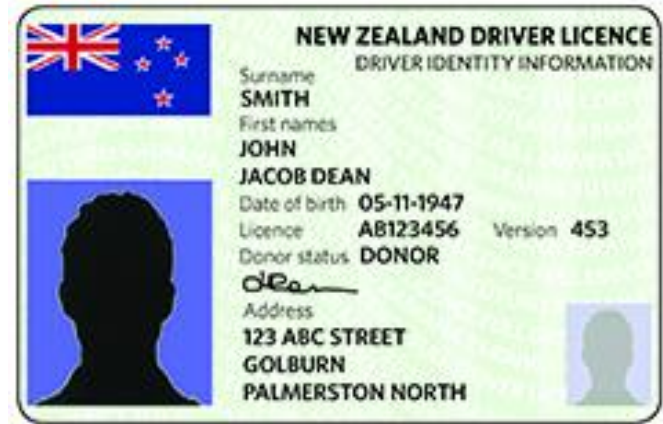
national_youthservice@msd.govt.nz



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NEET: referral to youth service

Ministry of Education referrals are sent through to Youth Service every two weeks. It is important that you review these and accept them promptly.

Once you have accepted these referrals they will be listed under:

- Referrals
- Client to accept

Please try to contact these young people as soon as possible and record each attempt as a note in their client record.

If you are unable to contact them then you can send a task to YSSU as they may be able to update contact details. If you still can't contact them and/or the young person doesn't want to join the NEET service then please click the "don't enrol" button.



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drop-in sessions (online)

Our drop-in sessions focus on the technical aspects that are unique to our service. Each week we focus on a different aspect on Youth Service.

Below are some of the upcoming drop-in sessions for 2023. All drop in sessions are held online via Microsoft Teams. If you'd like other sessions or topics covered, email us at ystraining@msd.govt.nz.

Date	Session	Teams Link
10.00am Tuesday 21 February	exiting Youth Service	Click here to join the meeting
10.00am Tuesday 28 February	Training Incentive Allowance & Course Participation Assistance	Click here to join the meeting
10.00am Wednesday 1 March	induction for new youth coaches	Click here to join this meeting

[View the full schedule here](#)



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Youth Service update

How did today's Youth Service update land with your team?

We're always keen to improve. If you have any thoughts, feedback or suggestions get in touch with us at:

National_YouthService@msd.govt.nz

Want more information?

Make sure you check out our [Youth Service provider](https://providers.youthservice.govt.nz/) website:
<https://providers.youthservice.govt.nz/>



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Thank you,
National Youth Service



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